

Abstract: Wellesley College Ruhlman Conference (2019)

Googling the News Source: What Users Want to Know When Assessing Credibility

Mileva Van Tuyl and Anna Kawakami

In this digital age, people rely heavily on search engines to obtain daily news. Yet search engines like Google have no responsibility to present credible information; in fact, they sometimes foster the circulation of fake news. To address these issues, we take both a research-based and an action-based approach. First, we use Amazon Mechanical Turk to conduct user studies that focus on the information (Awards, Publisher, etc.) displayed in the Google information panels, formally called Knowledge Panels (KPs), to identify which signals are most helpful for users in assessing the credibility of online news sources. With our findings, we aim to build tools that develop users' web literacy skills. Second, we organize Wikipedia edit-a-thons for the NOW (Newspapers on Wikipedia) initiative to increase the availability of information about news sources on search engines. By raising awareness about web literacy, we hope to combat the spread of misinformation on the web.

*Ruhlman Abstract: **Van Tuyl, M., & Kawakami, A.**, (1 May 2019). "Googling the News Source: What Users Want to Know When Assessing Credibility." Conference presentation presented at Wellesley College Ruhlman Conference, Wellesley, MA.*